## Number of Trip Cards With One or More Errors Public Works & Assets SWMS 5/13/2014

Measurement method		Why measure?		What is our goal?	
Number of trip cards (garbage, recycling, yard waste, & bulk waste) each week with one or more time or mileage errors		Ensure accurate data for reports & data decision making		Reduce the percentage of trip cards with errors from 28% in 2013 to 24% by July 2014	
How are we doing?					
03.31.13-03.29.14 12 Month Avg Goal	03.31.13-03.29.14 12 Month Average		03.23.14-03.29.14 Goal	03.23.14-03.29.14 Actual	
46	58		45	62	
Trip Cards	Trip Cards		Trip Cards	Trip Cards	
			Performance Stoplight Key		
			Red Light = Off Goal		
			Yellow Light = Approaching Goal		
			Green Light = Meets Goal		
			No Lights = No Goal/No Data		

## **Number of Trip Cards With One or More Errors** Good 100 90 80 70 **Trip Cards** 60 50 40 30 20 32% 26% 22% 29% 30% 29% 31% 33% 27% 19% 17% 28% 24% 18% 29% 20% 36% 36% 37% 22% 25% 33% 23% 0 10.19.13 05.04.13 05.18.13 06.15.13 06.29.13 07.13.13 07.27.13 08.10.13 08.24.13 09.07.13 09.21.13 10.05.13 11.02.13 11.16.13 11.30.13 12.14.13 12.28.13 02.22.14 03.22.14 06.01.13 01.11.14 01.25.14 02.08.14 03.08.14 - Median - Goal - Benchmark



